





**Mayor's Action Center**  
Service Level Attainment Compliance  
September 2014

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Trash (1,224)	Animal (1,192)	Weeds (640)	Illegal Dumping (542)	Aban Vehicle (265)